

In the claims:

1. (Original) A method for automated unit service requests from a telematics unit, the method comprising:

setting a unit request call trigger at the telematics unit from a call center;  
receiving a unit request call based on the unit request call trigger; and  
configuring the telematics unit in response to the received unit request

call.

2. (Original) The method of claim 1 further comprising:

determining at the call center an available enrollment data; and  
configuring the unit request call trigger based on the determination.

3. (Original) The method of claim 1 wherein the step of receiving a unit request call based on the unit request call trigger comprises:

receiving a carrier response to a generated unit request call, wherein the carrier response indicates MIN availability; and  
resetting the unit request call trigger responsive to the carrier response.

4. (Original) The method of claim 1 wherein setting a unit request call trigger comprises:

receiving a subscriber service call at the call center;  
determining if the telematics unit is data upload capable; and  
configuring the telematics unit to initiate the unit request call at a predetermined time based on the determination.

5. (Original) The method of claim 2 wherein determining available enrollment data comprises:

determining if a customer data record is expected.

6. (Original) The method of claim 2 wherein determining available enrollment data comprises:

determining if a personal calling number is available.

7. (Original) The method of claim 1 wherein configuring the telematics unit comprises: performing a base configuration.

8. (Original) The method of claim 1 wherein configuring the telematics unit comprises: performing a base configuration; and performing a personal calling configuration.

9. (Original) A computer usable medium including a computer program for automated unit service requests from a telematics unit comprising:

computer program code for setting a unit request call trigger at the telematics unit from a call center;

computer program code for receiving a unit request call based on the unit request call trigger; and

computer program code for configuring the telematics unit in response to the received unit request call.

10. (Original) The computer usable medium of claim 9 further comprising: computer program code for determining at the call center an available enrollment data; and

computer program code for configuring the unit request call trigger based on the determination.

11. (Original) The method of claim 9 further comprising:

computer program code for receiving a carrier response to a generated unit request call.

12. (Original) The computer usable medium of claim 9 wherein computer program code for setting a unit request call trigger comprises:

computer program code for receiving a subscriber service call at the call center;

computer program code for determining if the telematics unit is data upload capable; and

computer program code for configuring the telematics unit to initiate the unit request call at a predetermined time based on the determination.

13. (Original) The computer usable medium of claim 10 wherein computer program code for determining available enrollment data comprises:

computer program code for determining if a customer data record is expected.

14. (Original) The computer usable medium of claim 10 wherein computer program code for determining available enrollment data comprises:

computer program code for determining if a personal calling number is available.

15. (Original) The computer usable medium of claim 9 wherein computer program code for configuring the telematics unit comprises:

computer program code for performing a base configuration.

16. (Original) The computer usable medium of claim 9 wherein computer program code for configuring the telematics unit comprises:

computer program code for performing a base configuration; and  
computer program code for performing a personal calling configuration.

17. (Original) A system for automated unit service requests from a  
telematics unit comprising:

means for setting a unit request call trigger at the telematics unit from a  
call center;

means for receiving a unit request call based on the unit request call  
trigger; and

means for configuring the telematics unit in response to the received  
unit request call.

18. (Original) The system of claim 17 further comprising:

means for determining at the call center an available enrollment data;  
and

means for configuring the unit request call trigger based on the  
determination.

19. (Original) The system of claim 17 further comprising:

means for receiving a carrier response to a generated unit request call.

20. (Original) The system of claim 17 wherein means for configuring the  
telematics unit comprises:

means for performing a base configuration; and

means for performing a personal calling configuration.

21. (Previously presented) The method of claim 1 wherein the unit request  
call trigger is a condition detected to activate a function based on an event  
occurrence.

22. (Previously presented) The method of claim 1 wherein the unit request call is received at the call center responsive to the unit request call trigger at the telematics unit.

23. (Previously presented) The method of claim 1 wherein the unit request call is an automated inbound configuration call whereby the telematics unit and a subscriber cell phone is configured based on an available enrollment data and a MIN.